

**CUSTOMER SERVICES REPRESENTATIVE (0909)**

EEO CATEGORY: Office/Clerical

EXEMPT STATUS: Non-Exempt

CIVIL SERVICE CATEGORY: General (4A)

SALARY RANGE: \$18,312 - \$25,632

JOB SUMMARY:

Under general supervision, is responsible for customer service activities in a particular department, involving the handling of requests and/or complaints regarding City services. Exercises no supervision.

ESSENTIAL JOB FUNCTIONS:

1. Answers inquiries regarding City services, functions, etc.
2. Provides information regarding activities conducted at City facilities.
3. Directs calls to proper departments.
4. Prepares reports.
5. Performs related duties and fulfills responsibilities as required.

DEPARTMENT-SPECIFIC JOB FUNCTIONS: *(General variations in Job Functions by Department)*

None

EDUCATION AND EXPERIENCE:

1. Graduation from high school or a General Education Development (GED) Certificate.
2. One (1) year experience dealing with the public servicing client/customer requests.

LICENSES OR CERTIFICATES:

1. Valid Class "C" Texas Driver's License.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Skill in operating a personal computer and utilizing rudimentary software.
2. Ability to respond to inquiries, complaints, and requests.
3. Ability to communicate clearly and effectively verbally.
4. Ability to establish and maintain good public relations.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

Physical requirements include occasional lifting/carrying of 5 pounds; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing, reaching, walking, twisting and kneeling to perform the essential functions. Working conditions are primarily inside an office environment.

***This class specification is not an employment agreement or contract. Management has the exclusive right to alter this class specification at any time without notice.***

REVISED: March 1999